Frequently Asked Questions

How do I register?

Registration is easy and free. Here's how to get started:

1. Click "**Register**" at the top right of the website, or click **here**.

2. Fill out the fields with your information. If you have an Allied Contact ID#, enter it here and create a strong password. After that, click "**Register**."

3. Once you've registered, you can set email and other preferences and create billing and shipping information settings. When you do this, you'll be eligible for Express Checkout, in which you can complete checkout with a click.

How do I check out?

1. Once you're done shopping, you'll have an opportunity to edit your Cart, add or remove items, set a shipping schedule, save your Cart to come back to later, and view your subtotal.

2. If you're not logged in or shopping as a guest, click "**Checkout**".

      a. You'll then be prompted to log in or continue as a guest
      b. First, you'll be asked to enter your delivery address
      c. Next, you'll fill out the Export information (if applicable)

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How do I check out? (continued)

d. Then, choose if you will Bill to Freight and then select your shipping method

e. After that, you'll enter your payment info. This is where you can also let us know of any special instructions (please note, leaving instructions may result in a temporary hold being placed on the order)

f. Finally, you'll be directed to the Order Review page

Is there a minimum order quantity or dollar value required?

Our website doesn't require any minimum order quantities or minimum spend levels, so you can get only what you need. **However, we do have minimum amounts that can be ordered for specific products. Also, smaller orders may incur handling fees**.

When will my order ship?

We ship most orders placed before 8pm CST same day. Once your order ships, you'll be able to track it from your Order History page.

What type of order and shipping confirmations will I receive?

You'll receive an order confirmation email after the order is placed, and you'll receive another confirmation email with carrier tracking information once your order ships.

What happens if my item is on backorder?

Your order is placed in a queue and will be fulfilled once we receive stock from our supplier. Therefore, you won't be billed until the backorder is fulfilled and your order is processed.

How do I check my order history?

Once you've logged in, click on "My Account" and then the "Order Status/Invoices" tab on the left panel, or you can click **here**. From here, you can look up past orders and sort them in several different ways and track current orders.

What shipping options do I have?

You can have orders shipped by UPS, FedEx, or USPS. You can have your items overnighted or shipped in two or three business days. You can even select the time of day you'd like to receive your order when it is shipped overnight. Not in a rush? USPS offers an economical option for delivery within a week.

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What if my order is damaged?

For any order-related issues, don't hesitate to contact our customer service team at **customer.service@alliedelec.com** or call **800.433.5700** between 7 a.m. and 7 p.m. CST.

How can I set up future orders?

1. Click on the 'Add Shipping Schedule' button for the specific product you wish to add a scheduled delivery from your Cart.

2. A popup will appear where you can enter both the quantity you'd like to order and the date you want it to be delivered.

3. If you need additional shipment dates, you can select 'Add Shipment' to add another shipment date.

Tip: You'll have to set a schedule for the entire quantity of a line item. For example, if you order 10 of an item, you have to put a schedule for all ten things, though they don't have to be all set for the same day.

What payment options do I have?

We accept Visa, Mastercard, AMEX, and Discover.

What countries does Allied ship to?

Afghanistan	Bolivia, Plurinational State Of	Cocos (Keeling) Islands	Ethiopia	Guyana	Kuwait
Åland Islands			Falkland Islands (Malvinas)	Haiti	Kyrgyzstan
Albania	Bonaire, Sint Eustatius and Saba	Colombia		Heard Island And Mcdonald Islands	Lao People's Democratic Republic
Algeria		Comoros	Faroe Islands		
American Samoa	Bosnia and Herzegovina	Congo	Fiji	Holy See (Vatican City State)	
Andorra		Congo, The Democratic Republic of the	Finland		Latvia
Angola	Botswana		France	Honduras	Lebanon
Anguilla	Bouvet Island		French Guiana	Hong Kong	Lesotho
Antarctica	Brazil	Cook Islands	French Polynesia	Hungary	Liberia
Antigua and Barbuda	British Indian Ocean Territory	Costa Rica	French Southern Territories	Iceland	Libyan Arab Jamahiriya
Argentina		Côte D'Ivoire		India	
Armenia	Brunei Darussalam	Croatia	Gabon	Indonesia	Liechtenstein
Aruba	Bulgaria	Cuba	Gambia	Iran	Lithuania
Australia	Burkina Faso	Curaçao	Georgia	Iraq	Luxembourg
Austria	Burundi	Cyprus	Germany	Ireland	Macao
Azerbaijan	Cambodia	Czech Republic	Ghana	Isle Of Man	Macedonia, The Former Yugoslav Republic of
Bahamas	Cameroon	Denmark	Gibraltar	Israel	
Bahrain	Canada	Djibouti	Greece	Italy	
Bangladesh	Cape Verde	Dominica	Greenland	Jamaica	Madagascar
Barbados	Cayman Islands	Dominican Republic	Grenada	Japan	Malawi
Belarus	Central African Republic	Ecuador	Guadeloupe	Jersey	Malaysia
Belgium		Egypt	Guam	Jordan	Maldives
Belize	Chad	El Salvador	Guatemala	Kazakhstan	Mali
Benin	Chile	Equatorial Guinea	Guernsey	Kenya	Malta
Bermuda	China	Eritrea	Guinea	Kiribati	Marshall Islands
Bhutan	Christmas Island	Estonia	Guinea-Bissau	Korea, Republic of	Martinique >>

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What countries does Allied ship to? (continued)

Mauritania
Mauritius
Mayotte
Mexico
Micronesia, Federated States of
Minor Outlying Islands, Us
Moldova, Republic of
Monaco
Mongolia
Montenegro
Montserrat
Morocco
Mozambique
Myanmar
Namibia
Nauru
Nepal
Netherlands
New Caledonia
New Zealand

Nicaragua
Niger
Nigeria
Niue
Norfolk Island
North Korea
Northern Mariana Islands
Norway
Oman
Pakistan
Palau
Palestinian Territory, Occupied
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Pitcairn
Poland
Portugal
Puerto Rico

Qatar
Rawanda
Réunion
Romania
Russian Federation
Saint Barthélemy
Saint Helena, Ascension And Tristan Da Cunha
Saint Kitts And Nevis
Saint Lucia
Saint Martin (French Part)
Saint Pierre and Miquelon
Saint Vincent and The Grenadines
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal

Serbia
Seychelles
Sierra Leone
Singapore
Sint Maarten (Dutch Part)
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Georgia and The South Sandwich Islands
South Sudan
Spain
Sri Lanka
Sudan
Suriname
Svalbard and Jan Mayen
Swaziland
Sweden

Switzerland
Syria
Taiwan, Province of China
Tajikistan
Tanzania, United Republic of
Thailand
Timor-Leste
Togo
Tokelau
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Turks And Caicos Islands
Tuvalu
Uganda
Ukraine
United Arab Emirates
United Kingdom

United States
Uruguay
Uzbekistan
Vanuatu
Venezuela, Bolivarian Republic of
Vietnam
Virgin Islands, British
Virgin Islands, U.S.
Wallis And Futuna
Western Sahara
Yemen
Zambia
Zimbabwe

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